

Docket 02-52

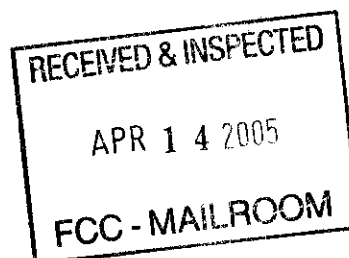
Comment to Docket 02-52 from Deaf & Hard of Hearing Citizens of Asheville and Buncombe Counties, NC

25 signers of letter in re broadband services provided by Charter, and using Video Relay Services

Feb 28, 2005

Carol Harter
Sara Pieteri
Richard Moore
Mason Shephard
Lemuel Riddle
Anthony Bonura
Alice Bradley
Charlene LeBlanc
Mai Hu
James Rodgers
Edmonia Steith
Denise Stully
Randall Stully
Beth L MaGruder
Eve Wilson
W. S. McCord
Barry Campbell
Bobby Robbins
Greg Payne
John L. Thomas
Jacob W. Bradley
Jeff Medford
Stacey Clement
Angela Roberts
Linda Phillips

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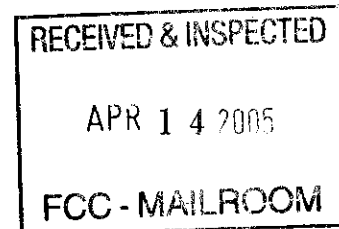


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Carol A. Harter
600 Merrimon Ave.
Apt. 5 - E
Asheville, NC 28804-3468



CHARTER COMMUNICATIONS
C/O: BOB MAY, CHIEF EXECUTIVES OFFICER
12405 POWERS COURT DRIVE
ST. LOUIS, MO 63131
February 22, 2005



Dear Mr. May:

We, Deaf and Hard of Hearing Citizens of Asheville and the Buncombe Counties in Western North Carolina, are the customers of Charter Communications, Inc. for the service on high-speed internet connection. We have an issue that needs to be addressed on the quality of our high-speed internet connection.

Although Charter provides a service on high-speed internet connection at 3 MB downstream and 256 Kbps upstream, we are experiencing difficulties with the quality of high speed internet connection in downloading and uploading. There are the deaf and hard of hearing customers of Charter Communications, Inc. in other states for high-speed internet connection who have 256 Kbps upstream with no difficulty while they are using their videophone, Sorenson VP-100. Sorenson VP-100 is a device that we, the deaf and hard of hearing people, use to communicate with any hearing or deaf family member(s) and friend(s) via high-speed internet connection and television. Sorenson Media, Inc. provides video (visual) relay service which is much better than text relay service; therefore, we, the deaf and hard of hearing, rely on this modern technology a lot. There are more than 20,000 Sorenson VP-100 users in our country, United States. This device, Sorenson VP-100, requires 256 Kbps upstream with 2.5 MB or higher to maintain connectivity and consistency of high video picture quality without causing latency problem including grainy image. Technically, latency is defined as excessive delay during a conversation in real time. The 192 Kbps upstream with 2.0-2.2 MB download creates latency issue during videophone in real time with 256 Kbps upstream from other Charter Communications, Inc. subscribers and other users of different cable companies in the United States. Latency affects video resolution being slightly blurred due to low upstream speed. We have been informed by the Sorenson Media's VRS technical support technicians that this problem has to do with the quality of residential cable line that provides by the Central Office of the Charter Communications, Inc. in Asheville, North Carolina. With numerous times of calls and appointments, Charter High-Speed Internet technicians in Asheville and the Buncombe counties

had to stop by deaf and hard of hearing resident's place in order to resolve this technical difficulty. These technicians have been not honest with us, the deaf and hard of hearing customers, about the quality of high-speed internet connection. They have shown no respect toward our customer's satisfactory in regards to the quality of high-speed internet connection, compared to the amount of monthly fee. They have continually denied that there is any technical fault. Also, they have claimed that 192 Kbps is passable and very good.

In fact, the Charter Communication's advertisement mentions that it provides 3 MB which is faster than 256 Kbps; even though, its quality of high-speed internet connection is actually much lower than 3 MB and 256 Kbps. Respectively, its quality of high-speed internet connection is too slow for our Sorenson VP-100 in order to maintain connectivity and consistency of high video picture quality without any latency problem. Thus, this problem creates latency issue for us in this area. Truthfully, Sorenson VP-100 does not require any computer to hook up; since it only requires high-speed internet connection which means it needs 256Kbps upstream or higher. Currently, we, the deaf and hard of hearing Charter customers, have high-speed internet connection at 192 Kbps upstream, instead of 256 Kbps, which causes low quality video picture or low video resolution due to high latency, both delay and freeze. We, the deaf and hard of hearing customers of the Charter Communications, Inc., have to spend this amount of fee, \$39.95 monthly to have 3 MB in which we do not receive. Henceforth, the quality of Charter Communications' high-speed internet connection is not justified to the fee we are paying for.

You may reach Cameron Tingey, Regional Manager, Sorenson Media, Inc. at his telephone number, 801.287.9421 and his cell phone number, 801.971.5451 for any further information on Sorenson VP-100 and its capacity.

Below is the petition signed by the deaf and hard of hearing customers of Charter Communications, Inc., Asheville and the Buncombe Counties in Western North Carolina.

We, Deaf and Hard of Hearing Citizens of Asheville and the Buncombe Counties in Western North Carolina, are looking forward to your assistance. We trust that this solution will be resolved as soon as possible.

Thank you for your close attention on the above and serious consideration of our needs.

Sincerely,

A handwritten signature in cursive script that reads "Carol A. Harter".

Carol A. Harter

Charter Communications, Inc. Customer, Asheville, North Carolina

cc: Linda Harrington, Director of Division of Services
For the Deaf and Hard of Hearing, State of North
Carolina, Department of Health and Human Services

William Olubodun, Field Service Supervisor, State of
North Carolina, Department of Health and
Human Services, Division of Services for the
Deaf and Hard of Hearing

Charles Worley, Mayor, Office of the Mayor, City of
Asheville, North Carolina

Roy Cooper, Attorney General, Consumer
Protection Section, Attorney General
Office, North Carolina Department of Justice

Hugh A. Wells, Chair, North Carolina Utilities
Commission

Gene Clemens, Director, Telecommunication
Division, North Carolina Utilities Commission

✓ Public Staff Consumer Services, North Carolina
Utilities Commission

Cameron Tingey, Regional Manager, Sorenson Media, Inc.

Edmonia Stultz Asheville

Denise Spivey Asheville

Harold Stultz Asheville

Beth Ann The Grader (Hendersonville)

Eve Wilson Asheville

W. Dwayne Mc Cord

Boyland

Bobby Robbins

Dix Payne

John L. Thomas

Jacob W. Bradley Asheville

Jeff Medford ☺

Stacy Dement

Angela Roberts
Linda Phillips Asheville

Sara Kietzer, Candler

Rachel E. Mandy, Candler

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Mason Shephard, Canton

James R. Riddle, Asheville

Anthony M. Bonura, Candler

Alice Bradley, Candler

Charlene U. Blaz, Saluda

Mac Du, SALUDA

Jamie Holzer